

Janardan Bhagat Shikshan Prasarak Sanstha's  
**Changu Kana Thakur**  
**Arts, Commerce & Science College, New Panvel**  
**(Autonomous)**

(Re-accredited 'A' Grade by NAAC, 'College with Potential for Excellence' Status Awarded by University Grants Commission, 'Best College Award' by University of Mumbai)

**COLLEGE GREVENCE REDRESSAL CELL**

**Composiotion-2022-23 to 2024-25)**

Sr. No.	Name	Designation	Position
1.	Dr. Sanjay K. Patil	Principal, Changu kana Thakur Arts, Commerce & Science College, New Panvel (Autonomous)	Chairman
2.	Dr (Mrs.) Geetika S. Tanwar	Associate Professor and Head, Department of Geography	Member
3.	Dr. Deepak S. Narkhede	Associate Professor and Head, Department of Geography	Member Co-ordinator



*Patil*  
**Prof. (Dr.) S. K. Patil**  
Principal  
Chanu Kana Thakur Aats,  
Commerce and Science College,  
New Panvel (Autonomous)

Janardan Bhagat Shikshan Prasarak Sanstha's  
**CHANGU KANA THAKUR**  
**ARTS, COMMERCE AND SCIENCE COLLEGE, NEW PANVEL**  
**(Autonomous)**

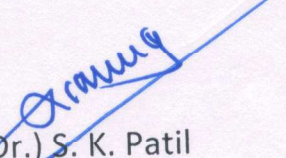
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Status Awarded by UGC  
& 'Best College Award' by University of Mumbai)

Date: 05/08/2022

**Notice**

All the students are hereby informed that our college has constituted 'College Grievance Redressal Cell' for the resolution of any grievances of the learners. The detailed composition and mechanism of redressal of any and all grievances is available on the college web site. Suggestion box is made available in the college porch and near college canteen. Students are informed to note the same and avail of this facility.



  
Prof. (Dr.) S. K. Patil  
Principal,  
Changu Kana Thakur A.C.S. College,  
New Panvel

Janardan Bhagat Shikshan Prasarak Sanstha's

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**College Grievance Redressal Cell (CGRC)**

Date: 09 -08-2022

**Notice**

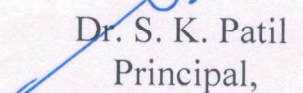
Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Saturday, 18-08-2022 at 11:30 p.m. in Conference room.

Sr. No.	Name of the faculty	Designation
1.	Dr. S. K. Patil	Chairperson
2	Ms. D. S. Barve	Member
3	Dr. D. S. Narkhede	Member Secretary

**Agenda:**

1. To approve the minutes of the previous meeting
2. To discuss and evaluate the nature of the grievances.
3. To discuss and approve the methods of redressal and appropriate action to be taken in the matter.
4. Any other item with the permission of Chair.



  
Dr. S. K. Patil  
Principal,  
C. K. Thakur A.C.S. College,  
New Panvel

Janardan Bhagat Shikshan Prasarak Sanstha's  
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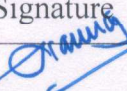
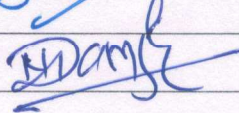
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**College Grievance Redressal Cell (CGRC)**

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Tuesday, 18-08-2022 at 11:30 p.m. under the Chairpersonship of Principal Dr. S. K. Patil in conference room.

**Venue: Conference Room**

**Following members were present for the meeting**

Sr. No.	Name of the faculty	Designation	Signature
1.	Dr. S. K. Patil	Chairperson	
2	Dr. D. S. Narkhede	Member Secretary	

**The Agenda for the discussion were as follows:**

1. **Item No. 1:** To approve the minutes of the previous meeting
2. **Item No. 2:** To take cognizance of the grievances received from students.
3. **Item No. 3:** To discuss and evaluate the nature of the grievances.
4. **Item No. 4:** To discuss and approve the methods of redressal and appropriate action to be taken in the matter
5. **Item No. 5:** Any other item with the permission of Chair.

**Minutes:**

1. **Item No. 1:** To approve the minutes of the previous meeting  
The minutes of previous meeting were presented by Dr. D. S. Narkhede, Member Secretary in the meeting and approved by the committee.
2. **Item No. 2:** To take cognizance of the grievances received from students.  
Suggestion box was opened and no grievances were recovered from the same
3. **Item No. 3:** To discuss and evaluate the nature of the grievances.  
There were no complaints observed in suggestion box.

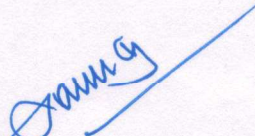
4. **Item No. 4: To discuss and approve the methods of redressal and appropriate action to be taken in the matter**

It is decided in the meeting that the notice should be given to the students for the wide publicity of the Grievance Redressal Mechanism of the college.

5. **Item No. 5: Any other item with the permission of Chair.**

As there were no other items for discussion, the meeting was concluded with a vote of thanks proposed by Member secretary Dr. D.S. Narkhede.



  
Dr. S. K. Patil  
Principal,  
C. K. Thakur A.C.S. College,  
New Panvel (Autonomous)

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**Action Taken Report for the Meeting of College Grievance Redressal Cell (CGRC)**

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Tuesday, 18-08-2022 at 11.30 a.m. under the Chairpersonship of Principal Dr. S. K. Patil

**The Agenda for the discussion were as follows:**

1. **Item No. 1:** To approve the minutes of the previous meeting..
2. **Item No. 2:** To discuss and evaluate the nature of the grievances.
3. **Item No. 3:** To discuss and approve the methods of redressal and appropriate action to be taken in the matter
4. **Item No. 4:** Any other item with the permission of Chair.

As per the discussions conducted and the approved minutes in the said meeting action was taken as under:

**1. Item Nos. 1**

Dr. D.S. Narkhede, Member Secretary has presented the minutes of last meeting held on 15/03/2021. The minutes of last meeting is approved by committee.

**2. Item Nos.2 and 3**

No grievance is found in suggestion box hence again notice is circulated to the students to aware about the Grievance Cell in the college

**3. Item No. 4:** The mechanism of grievance redressal by the College Grievance Redressal Cell was communicated to all the learners through:

- Issuance of Notice to learners. A notice was issued to the learners regarding the constitution of CGRC and mechanism of grievance redressal.
- Comprehensive information link made available on the College website.

**4. Item No. 5:** No other subject came for discussion in the meeting



*Principal*  
Principal  
CHANGU KANA THAKUR  
ARTS, COMMERCE & SCIENCE COLLEGE  
NEW PANVEL ( AUTONOMOUS )

Janardan Bhagat Shikshan Prasarak Sanstha's

**CHANGU KANA THAKUR  
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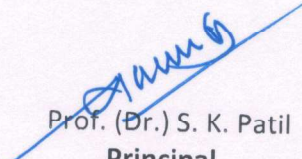
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Date: 21/11/2022

**Notice**

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Prof. (Dr.) S. K. Patil  
**Principal,**  
Changu Kana Thakur A.C.S. College,  
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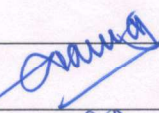


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**College Grievance Redressal Cell (CGRC)**

Date: 20 -01-2023

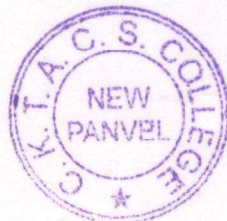
**Notice**

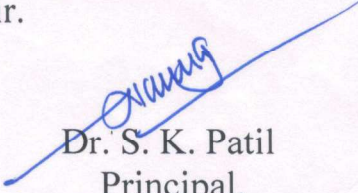
Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Tuesday, 24-01-2023 at 12:30 p.m. in Conference room.

Sr. No.	Name of the faculty	Designation	Signature
1.	Dr. S. K. Patil	Chairperson	
2	Ms. D. S. Barve	Member	
3	Dr. D. S. Narkhede	Member Secretary	

**Agenda:**

1. To take cognizance of the grievances received from students.
2. To discuss and evaluate the nature of the grievances.
3. To discuss and approve the methods of redressal and appropriate action to be taken in the matter
4. Any other item with the permission of Chair.



  
Dr. S. K. Patil  
Principal,  
C. K. Thakur A.C.S. College,  
New Panvel



Gervanceses from the suggestion box and through application was discussed the meeting and the directions are given to the concern authority to take the necessary action an asked to submit the reports given time.

**Grievances found in Suggestion Box**

Suggestion box was opened and following grievances were recovered from the same

1. Office Administration: Learners were not satisfied with the functioning of the college office administration. Two complaints regarding the same were received.
2. Parking Facility: One complaint regarding the insufficiency of parking facility for students was received.
3. Water supply: One complaint regarding insufficient water supply was received.

**Grievances by students through application.**

Two students had given the application for the grievances

1. One gevaemnce is about availability of cash facility in college for admission process in which it is directed to Office Superintendent to start the cash facility in the college office. Second grievance is about removal of name of the student from catalogue. It was a mistake and it is rectified.

**3. Item No. 3: To discuss and evaluate the nature of the grievances.**

There were two complaints regarding unsatisfactory functioning of the office administration, one regarding the insufficiency of parking facility for students and one about insufficient water supply on some days. It is communicated to the concern person and they will submit the report before 15 days to GRC. The nature of these grievances was found to be not of a very serious nature and the complaints could be redressed with fair amount of improvement measures.

Area of Improvement	Concerned person	Signature
Office Administration	Mrs. P. S. Mhatre (Office Superintendent)	} Letters Given.
Cash Facility in Office		
Parking and water supply	Mr. P. K. Gondhali	
Cleanliness in Canteen	(Work Supervisor)	

**4. Item No. 4: To discuss and approve the methods of redressal and appropriate action to be taken in the matter**


After a thorough discussion, it was decided to communicate the grievances to the concerned personnel to enable corrective action for effective redressal of the complaints as under.

A time period of fifteen days would be allotted for the implementation of corrective action following which a feedback report would be sought from the concerned personnel and grievance redressal would be evaluated.

**5. Item No. 5: Any other item with the permission of Chair.**

As there were no other items for discussion, the meeting was concluded with a vote of thanks proposed by Ms. D. S. Barve.



  
**Dr. S. K. Patil**  
Principal,  
C. K. Thakur A.C.S. College,  
New Panvel

Office staff Big time sucks.

Everything is

fine

except

Administration.

"oo"  
g

The water supply in your college is not proper  
so please take an action for it.

To,  
The principle,  
of C.K. Thakur College.

Sub:- Just Suggestion.

Respected Sir,

I am a student of this college. I am studying here since last 5 years. This year I paid my academic fees of 38,000/- Rs only including development fund and all. All of my classmets paid the same fees.

The students who took admission from management cat they paid 58,000/- fees for one year.

After this we students are not allow to park our vehicles in ~~the~~ the college premises. Even any commercial or residential tower also provide a parking facility, then why this happens to us.

Atleast till the space available in the parking yard, some bikes are allowed to be park in the college.

I'm not saying that every vehicle will be park inside the college.

~~This~~ Previously we get a parking facility, ~~but~~ but since last two months our ~~to~~ vehicles are parked out side the college even the parking space is available then also the security guard Not allow us to park. please. Provide us parking facility.

Yours faithfully



॥ विद्या विनयेन शोभते ॥

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**Grievance Redressal Cell**

Date: 02/07/2022

To,

Officer Superintendent  
CKT College,  
New Panvel

**Subject: Grievances**

Dear Sir/ madam

This is regarding grievances received on

2<sup>nd</sup> July 2022

Details are as:

Made Availability of cash facility in office  
for admission process. Do it  
accordingly and submit the report to  
Grievance Red. cell.

This is for your reference and for taking appropriate redressal. The action taken with date should be conveyed in writing to the chairman.

  
Chairman

Grievance Redressal Cell

co-ordinator



  
Principal

Changu Kana Thakur

Arts, Commerce and Science College,

New Panvel (Autonomous)

Mr. Suryakant P. Suryawasthi  
Class - SYBA.  
Roll No - 131  
Date - 02/07/2022

To,  
The Principal,  
CK Thakur ACS College,  
New Panvel.

Sub: - Collection of Fees in Cash.

Sir,  
I am student of SYBA. I  
want to take the admission and  
I have not able to pay online  
Fees of admission, please make  
the provision of taking the cash  
in office.

Please, do the needful.

To - Coordinator  
Grievance Red Cell

Do accordingly  
Sg  
2/07/2022

Your student:

Surykant  
(S. P. Suryawasthi)

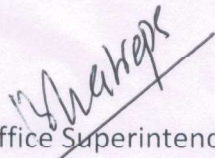
Date:- 03.07.2022

### Report on Complaint dated 02.07.2022


With reference to above mentioned complaint received from the student, we have discussed with the software provider and made provision of receiving fees in cash for those who do not have any option of online payment of fees.

Since, the Income Tax department is making enquiry on cash receipts and we have to provide huge data for justifying it, the college has opted for receiving fees by online mode. But as an exception we have made arrangement of receiving fees in cash.

This is for your information.

  
Office Superintendent



  
PRINCIPAL  
Changu Kana Thakur  
Arts, Commerce and Science College,  
New Panvel (Autonomous)



To,

Date - 12/10/2022

Administrative Office  
C K Thakur ACS college  
New Panvel

Subject - Poor Hygiene of the canteen

Respected Sir,

I am Chandrakant Vijay Gutle a student of SYBSc Computer Science. I have observed that the staff of our canteen are not following the rules and regulations for Hygiene and Sanitisation, which has resulted in sickness and disease among numerous students. As there is a disgusting odor, stale food and unwashed plates and cutlery in the canteen I am forced to write a complain letter. I would suggest that you intervene and take action against this issue.

Regards,

Chandrakant Vijay Gutle  
Roll no. 18



॥ विद्या विनयेन शोभते ॥

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**Grievance Redressal Cell**

**Registration form for submitting suggestion/grievance**

Student Name: Chandrakant Vijay Gutle Roll No: 18

Class: SYBSc CS, Division: \_\_\_\_\_ Academic Year: 2022-23

Mobile No.: \_\_\_\_\_, Email: \_\_\_\_\_

Tick appropriate box for submitting Suggestion/grievance

Suggestion  Grievance  Ragging   
Sexual Harassment  Discrimination  Other Specify \_\_\_\_\_

Details:

1. Poor Hygiene and Sanitisation of Canteen.  
Food was uncovered, attracting flies making  
the food contaminated.

2. \_\_\_\_\_

3. \_\_\_\_\_

Signature: 

Date: 12/10/2022 Place: New Panvel

Submit in Grievance Box



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**Grievance Redressal Cell**

Date: 19/10/2022

To,  
Office Superintendent  
CKT College,  
New Panvel

**Subject: Grievances**

Dear Sir/ madam

This is regarding grievances received on 12/10/2022

Details are as:

4  
The college canteen was not  
clean. As per students view canteen  
owner is not maintaining the hygiene and  
sanitation. Look into the matter  
and submit the report

This is for your reference and for taking appropriate redressal. The action taken with date should be conveyed in writing to the chairman.

  
Chairman

Grievance Redressal Cell



  
Principal

Changu Kana Thakur

Arts, Commerce and Science College,  
New Panvel (Autonomous)

जनार्दन भगत शिक्षण प्रसारक संस्थेचे,  
चांगू काना ठाकूर  
कला, वाणिज्य आणि विज्ञान महाविद्यालय, नवीन पनवेल (स्वायत्त)

दिनांक : 15 . 10 . 2022

महाविद्यालयाच्या तक्रार निवारण कक्षातर्फे प्रा . डॉ . डी . एस . नारखेडे यांनी कॅन्टीन संदर्भात विद्यार्थ्यांनी दिलेल्या सूचनेनुसार खालील प्रमाणे कार्यवाही करण्यात आलेली आहे .

अ . क्र .	विषय	कार्यवाही (निर्णय)
1 .	महाविद्यालयाच्या कॅन्टीनमधील स्वच्छतेबाबत	महाविद्यालयाच्या कॅन्टीनमध्ये स्वच्छता नसल्याबाबतच्या सूचना विद्यार्थी, कॉलेज स्टाफने केल्यानुसार सदर स्वच्छतेबाबतचे गांभीर्य लक्षात घेऊन महाविद्यालयाची कॅन्टीन चालवत असलेल्या चालकासोबत मिटींग घेऊन यापुढे कॅन्टीनमध्ये स्वच्छता, निटनेटकेपणा व ताजे पदार्थ देण्याच्या सूचना करण्यात आल्या . तसेच वॉश बेसिनमध्ये हॅडवॉशची व्यवस्था करण्याचे आदेश देण्यात आलेले आहे .

श्री . पी . के . गोंधली  
वरिष्ठ लिपीक



प्राचार्य  
चांगू काना ठाकूर  
कला, वाणिज्य आणि विज्ञान महाविद्यालय,  
नवीन पनवेल .

Janardan Bhagat Shikshan Prasarak Sanstha's  
Changu Kana Thakur Arts, Commerce and Science College,  
New Panvel (Autonomous)  
Report submitted to College Grievance Redressal Cell(CGRC)

The meeting of CGRC was conducted on Tuesday, 24<sup>th</sup> of January, 2023 at 12.30 p.m. under the guidance of Principal Dr. S. K. Patil where discussion was held on the suggestions given by students. I was invited as a Office Superintendent to resolve the issues given by students in suggestion box.

Sr. No.	Particular	Action Taken
1	Regarding the behavior of office staff about the students	<p>Meeting of all administrative staff members was conducted on <b>28<sup>th</sup> February 2023</b> at 5.30 pm in the administrative office (Room No.001) were following points were discuss as per the issues of student.</p> <ul style="list-style-type: none"><li>• We decided to change the work of administrative staff at counter</li><li>• Remain on duty during college hours</li><li>• In the lunch time the admin staff and peon have to attend the students</li><li>• We discussed about student's inquiries to speak respectfully for admission activities</li><li>• It is decided in the meeting about students queries to meet the Office Superintendent immediately.</li></ul> <p>Mrs. P.S. Mhatre Office Superintendent given instructions and suggestions for improvement in administration work and maintained discipline in office hours.</p>

*Mhatre*  
Office Superintendent  
Changu Kana Thakur  
Arts, Commerce and Science College,  
New Panvel

*Chaugu*  
PRINCIPAL  
Changu Kana Thakur  
Arts, Commerce and Science College,  
New Panvel





J. B. S. P. Sanstha's

## Changu Kana Thakur

Arts, Commerce & Science College, New Panvel

(Autonomous)

Title of the meeting : Admin Staff

Date. 28/02/2023

Time : 5:30 p.m.

### Members Present

Sr. No.	Name	Signature
1	Mhatre P.S.	Mhatre P.S.
2	Ajay N. Tatese	Ajay N. Tatese
3	Rajin D Potekar	Rajin D Potekar
4	Roshan G. Rodprakar.	Roshan G. Rodprakar.
5	Mrs. Madhuri N. Kokate	M Kokate
6	Mrs. Bhagat V'm	Bhagat
7	M. B. Thakur	M. B. Thakur
8	Mrs. V. J. Koli	V. J. Koli
9	Mr. Umesh P. Vaity	Umesh P. Vaity
10	Mrs. Dapolkar Seema M.	Seema M. Dapolkar
11	Mr. G. K. Surve.	G. K. Surve.
12	Mr. Abhijeet P Thakur	Abhijeet P Thakur
13	Mr. Prabhakar K. Crondhali	Prabhakar K. Crondhali
14	Mr. Milind K. Sarni	Milind K. Sarni
15	Mr. Arish Bhisik	Arish Bhisik
16	Raju Kote	Raju Kote
17	Sanjay Bhagat	Sanjay Bhagat
18		
19		
20		
21		
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23		
24		
25		

जनार्दन भगत शिक्षण प्रसारक संस्थेचे,  
चांगू काना ठाकूर कला, वाणिज्य आणि विज्ञान महाविद्यालय, नवीन पनवेल (स्वायत्त)

दिनांक : 06 . 02 . 2023

मंगळवार दिनांक 24 . 01 . 2023 रोजी दुपारी 12 . 30 वाजता कॉनफरन्स रूममध्ये महाविद्यालय तक्रार निवारण कक्षातर्फे झालेल्या सभेस महाविद्यालयाचे मा . प्राचार्य डॉ . एस . के . पाटील सर, प्राध्यापिका डी . एस . बर्वे तसेच प्रो . डॉ . डी . एस . नारखेडे यांच्या उपस्थितीत सभा पार पडली . सदर सभेमध्ये तक्रार पेटित विद्यार्थ्यांनी केलेल्या सूचनापैकी ज्या दोन सूचना दिलेल्या आहेत त्या खालील प्रमाणे.....

अ . क्र .	विषय	कार्यवाही (निर्णय)
1 .	पार्किंग व्यवस्था (दुचाकी व चारचाकी वाहणे पार्किंगबाबत)	महाविद्यालयाच्या मैदानात विद्यार्थ्यांसाठी दुचाकी व चारचाकीची पार्किंगची व्यवस्था केलेली आहे . परंतु महाविद्यालयातील मेन गेटवर ड्युटी करत असलेल्या सेक्युरिटी यांना पार्किंगची जेवढी मर्यादा असेल तेवढ्या गाड्या पार्किंगमध्ये लावून घेणे तसेच कुठल्या प्रकारे विद्यार्थ्यांशी वाद करू नये अशा प्रकारच्या सूचना देण्यात आल्यामुळे उर्वरित गाड्या गेटच्या बाहेर लावण्याचे आदेश कॉलेज प्रशासनाने दिलेले आहेत . तरी पुढील काही दिवसात सर्व विद्यार्थ्यांच्या गाड्यांसाठी पार्किंगची व्यवस्था केली जाईल .
2 .	पाणी पुरवठा (पिण्याचे पाणी व बाथरूममध्ये पाण्याची व्यवस्था करणेबाबत)	दिनांक 01 . 11 . 2022 ते 04 . 11 . 2022 या दरम्यान जलवाहिणीच्या दुरुस्तीचे काम चालू असल्यामुळे पाण्याचा प्रवाह कमी दाबाने होत असल्यामुळे पाणीपुरवठा सुरलीत होत नव्हत त्या दरम्यान महाविद्यालयाने खाजगी पाणी पुरवठा करण्या-या टॅन्करद्वारा दोन दिवस सहा पाण्याचे टॅन्कर मागविण्यात आले होते . सध्या स्थितीत तळमाळा ते तिस-यामाळयापर्यंत एकूण अकरा कुलर व फील्टर जोडण्यात आले असून पिण्याचे पाणी व टॉयलेट व बाथरूममध्ये पाणी पुरवठा सुरलीतपणे चालू आहे .



(Mr. P. K. Gondhali)  
Sr. Clerk

प्राचार्य  
चांगू काना ठाकूर  
कला, वाणिज्य आणि विज्ञान महाविद्यालय,  
नवीन पनवेल .

Janardan Bhagat Shikshan Prasarak Sanstha's

**CHANGU KANA THAKUR**  
**ARTS, COMMERCE AND SCIENCE COLLEGE, NEW PANVEL**  
**(Autonomous)**

(Reaccredited 'A+' Grade by NAAC, 'College with Potential for Excellence' Status Awarded by UGC  
& 'Best College Award' by University of Mumbai)

**Action Taken Report for the Meeting of College Grievance Redressal Cell (CGRC)**

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Tuesday, 24-01-2023 at 12:30 a.m. under the Chairpersonship of Principal Dr. S. K. Patil

**The Agenda for the discussion were as follows:**

**Item No. 1:** To approve the minutes of the previous meeting..

**Item No. 2:** To discuss and evaluate the nature of the grievances.

**Item No. 3:** To discuss and approve the methods of redressal and appropriate action to be taken in the matter

**Item No. 4:** Any other item with the permission of Chair.

As per the discussions conducted and the approved minutes in the said meeting action was taken as under:

**Item Nos. 1**

Dr. D.S. Narkhede, Member Secretary has presented the minutes of last meeting held on 18/08/2022. The minutes of last meeting is approved by committee.

**Item Nos.2 and 3**

Three grievances are found in Suggestions box accordingly letters are issued to the concern person and reports are taken from them. The work done is checked by authority.

**Item No. 4:** The mechanism of grievance redressal by the College Grievance Redressal Cell was communicated to all the learners through:

- Committee members visited to the class rooms and given the information about College Grievance Redressal Cell
- Comprehensive information link made available on the College website.

**4.Item No. 5:** No other subject came for discussion in the meeting



*Dr. S. K. Patil*  
**Principal**  
**CHANGU KANA THAKUR**  
**ARTS, COMMERCE & SCIENCE COLLEGE**  
**NEW PANVEL (AUTONOMOUS)**



*Janardan Bhagat Shikshan Prasarak Sanstha's*

**CHANGU KANA THAKUR ARTS, COMMERCE & SCIENCE  
COLLEGE, NEW PANVEL (AUTONOMOUS)**

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'College with Potential for Excellence' Status Awarded by University Grants Commission

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**REPORT OF GRIEVANCE REDRESSAL CELL**

**Academic Year 2022-23**

**(Objectives and Composition, meeting minutes)**

**Objectives-**

1. To provide a platform where students can voice their concerns and complaints regarding academic and non-academic matters.
2. To ensure that all grievances are addressed fairly and impartially, and the process remains transparent to all parties involved.
3. To create a positive and conducive learning environment by resolving issues amicably, thus preventing potential conflicts and maintaining a peaceful academic environment.
4. To addressing grievances promptly can help reduce stress and anxiety among students, contributing to their overall well-being.
5. To build trust among students towards the college administration by demonstrating commitment to resolving their issues in a timely and effective manner.
6. To use the feedback and data from grievances to identify areas of improvement in college policies, procedures, and the overall functioning of the institution.

**Composition-**

Sr. No.	Designation	Composition	Name of the Person
01	Chairman	Head of the Institution	Prof. Dr. Sanjay K. Patil
02	Member	One Senior teacher ( Female)	Dr. (Mrs.) Geetika S. Tanwar
03	Member Secretary	One Senior teacher ( Male)	Dr. Deepak S. Narkhede

## Meetings

Year	No. of meetings	Dates
2022-23	02	18/08/2022
		24/01/2023

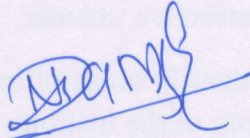
## Number and nature of cases received (brief description) (Names not expected)

Year	No. of cases	Nature of cases (Brief descriptions)
2022-23	04	01- Rude Behaviour of office Staff with students 02- Cash Facility in office for paying the fees 03- Parking and water supply issue 04- Cleanliness in canteen

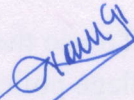
## Files to be maintained

1. Minutes of the meeting
2. Action Taken Report
3. Annual Report

File name, file number and ownership of files	CGRC- MEETING FILE -01, College Grievance Redressal Cell.
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**Dr. D. S. Narkhede**  
Member Secretary,  
Grievance Redressal cell



**Prof. (Dr.) S.K. Patil**  
Principal  
Changu Karna Thakur  
Art's, Commerce & Science College,  
New Panvel (Autonomous)